Leeds University Union

Formal Complaint Form

To submit a formal complaint please complete all fields and send the form to **Chief Executive[1], Leeds University Union, University Square, Leeds, LS1 1UH** or hand in an addressed copy to Help and Support.

See **luu.org.uk/governance/governing-documents** for additional guidance to LUU's complaints procedure or LUU's byelaws section 15 which can be downloaded from the Union website.

Date formal complaint form submitted (must be within 10 days of incident):

If this date is more than 10 days after the date of the incident, please provide details of any mitigating circumstances which caused the late submission:

About You

Name

Address

Email

Phone

Student number
(if applicable)

Your Complaint

Date of incident

Department involved
(if relevant)

Please describe your complaint as fully and clearly as you can (continue on an additional sheet if necessary and attach any relevant evidence to this form):

(Continued)

Have you raised this complaint informally with any member of staff or the 'your comments' system? **Yes** ☐ **No** ☐

If yes, please provide details of the informal complaint including:

The member of staff who dealt with your complaint

The date the informal complaint was submitted

Please describe the outcome of the informal complaint:

What happens next?

Your formal complaint will be investigated, evidence gathered and those involved may be asked to provide evidence, although no formal hearings will be held.

You will receive a written response with 15 days, which will cover all the findings of the investigation, any mitigating circumstances and any appropriate further action.

[1] If the complaint is about the Chief Executive, an elected officer or representative or a trustee it should be addressed to the Union Affairs Officer. If the complaint is about the Union Affairs Officer it should be address to the Deputy Chair of Trustees.